

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi

Assignee: Siebel Systems, Inc.

Title: SYSTEM AND METHOD FOR MULTI-CHANNEL  
COMMUNICATION QUEUING

Application No.: 09/823,590

Filing Date: March 31, 2001

Examiner: Quynh H. Nguyen

Group Art Unit: 2614

Docket No.: SBL0001US

Confirmation No.: 6841

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Austin, Texas  
December 31, 2007

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO FINAL OFFICE ACTION**

Dear Sir:

This paper is responsive to the Office Action dated October 30, 2007, having a shortened statutory period expiring on January 30, 2008. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on **page 2** of this paper.

No Amendments to the Drawings are presented in this paper.

**Remarks/Arguments** begin on **page 7** of this paper.